ViewSonic *G773*

User's Guide
Guide de l'utilisateur
Bedienungsanleitung
Manual de instrucciones

ViewSonic®

User's Guide

ViewSonic *G773*

Color Monitor with Plug & Play

17" (16" Diagonal Viewable)

ViewSonic® Corporation

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For your records

The serial number of this product is on the back of the monitor. Write the serial number in the space below and keep this guide as a permanent record of your purchase to aid in identification in the event of theft or loss.

Product Name:	**ViewSonic G773**
Model Number:	**VCDTS21380-1**
Serial Number:	_____
Purchase Date:	_____

LIMITED WARRANTY
VIEWSONIC G773 MONITORS

What the warranty covers:

ViewSonic® warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, **ViewSonic** will at its sole option repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components.

How long the warranty is effective:

ViewSonic G773 color monitors, including the display tubes, are warranted for three (3) years for all parts and three (3) years for all labor from the date of the first consumer purchase.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
   a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
   b. Repair or attempted repair by anyone not authorized by **ViewSonic**.
   c. Any damage of the product due to shipment.
   d. Removal or installation of the product.
   e. Causes external to the product, such as electric power fluctuations or failure.
   f. Use of supplies or parts not meeting **ViewSonic**'s specifications.
   g. Normal wear and tear.
   h. Any other cause which does not relate to a product defect.
3. Removal, installation, and set-up service charges.

How to get service:

1. For information on obtaining warranty service, call **ViewSonic.** The customer support telephone numbers are: U.S. and Canada 1-800-688-6688; from outside the U.S. and Canada 909-869-7976; from Europe 44 (1293) 643-900; from Asian /Pacific Rim countries 886 (2) 248-4072. Internet E-Mail address:vstech@viewsonic.com or World Wide Web:http://www.viewsonic.com
2. To obtain warranty service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
3. Take or ship the product prepaid in the original container to your **ViewSonic** dealer, any **ViewSonic** service center or **ViewSonic**.
4. For additional information or the name of the nearest **ViewSonic** service center, contact your **ViewSonic** dealer or **ViewSonic**.

Limitation of implied warranties:

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Exclusion of damages:

VIEWSONIC'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT. **VIEWSONIC** SHALL NOT BE LIABLE FOR:

1. DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
2. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
3. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

Effect of state law:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales outside the U.S.A.:

For **ViewSonic** products sold outside of the U.S.A., contact your **ViewSonic** dealer for warranty information and service.

REV 4/25/97

Safety Guidelines

Caution: Use a power cable that is properly grounded. Always use the AC cords listed below for each area:

USA	UL
Canada	CSA
Germany	VDE
Switzerland	SEV
Britain	BASEC/BS
Japan	Electric Appliance Control Act

In other areas, use AC cord which meets local safety standards.

FOR EUROPEAN VERSION ONLY

This appliance is supplied with a moulded three pin mains plug for your safety and convenience. A 13 amp fuse is fitted in this plug. Should the fuse need to be replaced, ensure that the replacement fuse has a rating of 13 amps and that it is approved by ASTA or BSI to BS1362. Check for the ASTA mark or the BSI mark on the body of the fuse.

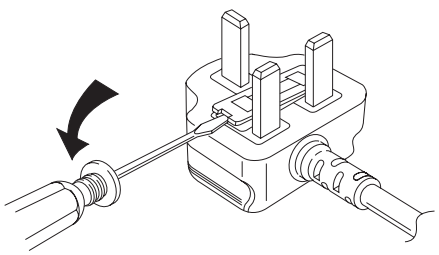
If the plug contains a removable fuse cover, you must ensure that it is refitted when the fuse is replaced. If you lose the fuse cover, the plug must not be used until a replacement cover is obtained. A replacement fuse cover can be purchased from your local **ViewSonic** dealer.

IF THE FITTED MOULDED PLUG IS UNSUITABLE FOR THE SOCKET OUTLET IN YOUR HOME, THEN THE FUSE SHOULD BE REMOVED AND THE PLUG CUT OFF AND DISPOSED OF SAFELY. THERE IS A DANGER OF SEVERE ELECTRICAL SHOCK IF THE CUT OFF PLUG IS INSERTED INTO ANY 13 AMP SOCKET.

If a new plug is to be fitted, please observe the wiring code as shown below. If in any doubt, please consult a qualified electrician.

WARNING: THIS APPLIANCE MUST BE GROUNDED.

Important: The wires in the main leads are coloured in accordance



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FCC Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause unacceptable interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your dealer or an experienced radio/TV technician for help.

FCC Warning:

To assure continued FCC compliance, the user must use a grounded power supply cord and the provided shielded video interface cable with bonded ferrite cores. Also, any unauthorized changes or modifications to this monitor would void the user's authority to operate this device.

Power Supply Cord
USA

For units with 100-120V input voltage in the USA, use the following:

UL Listed and CSA Certified Type SVT or SJT No. 18/3 AWG rated 125VAC 7A minimum. One end terminated in a molded on parallel blade, grounding attachment cap or hooded attachment cap (15A, 125V configuration), other end terminated in a molded on appliance coupler.

DOC Compliance Notice

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

DOC avis de conformation

Cet appareil est bien conforme à la directive communautaire No 82/499/CEE.

CE Certification

CE

This device complies with the requirements of the EEC directive 89/336/EEC with regard to "Electromagnetic compatibility."

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INTRODUCTION

1

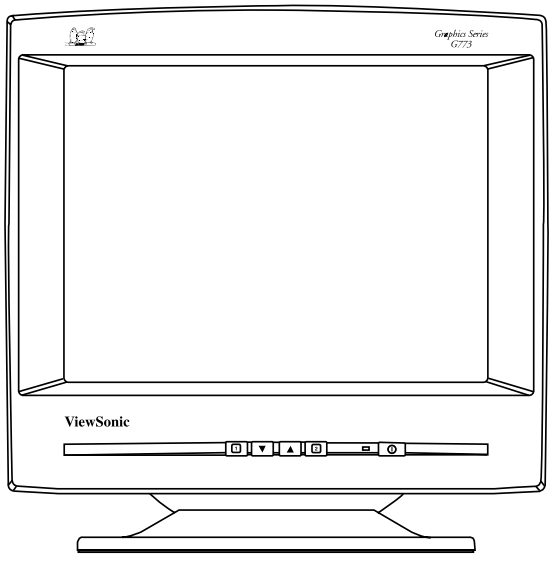
Package Contents

Congratulations on your purchase of a **ViewSonic *G773*** high quality color monitor!

Your **ViewSonic *G773*** package includes the following:

- **ViewSonic *G773*** monitor
- Attached video cable with 15 pin high density (HD) mini D-sub connector
- Power cord
- User's guide
- Software diskette or CD-ROM which includes:
  - Opti-Green® for Windows® 3.1x and DOS (monitor power saving software).
  - ViewSonic® monitor installation file (*VS*.inf*) for Windows® 95 (required for *Plug & Play*. See pages 16 and 17).
  - DDC™ (Display Data Channel) diagnostic utility *DDCTEST.EXE.* This file is used for analyzing the DDC, a communication protocol for Windows 95 *(*See page 17).

Important!
Save the original box and all packing material for future shipping needs.



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Features

Superior Image ...

- **SuperClear™** screen treatment refracts light away from the user while maintaining the highest quality display image.
- **Microprocessor-based controls** save your adjustments for each video mode. There is no need to make adjustments every time you use your computer.

Ergonomic Design ...

- **Anti-glare and anti-static coating** reduces eye strain.
- **Tilt and swivel base** allows 180° rotation horizontally and 20° vertically for greater user comfort.
- **TCO'95 Certified**. This monitor complies with the world's strictest standards on low radiation, safety, ergonomics, recycling and power management. Saves costs through automatic power saving modes that can reduce cooling requirements while ensuring adherence to the strictest environmental standards and user peace of mind.

Precision Timing ...

- **True multi-scanning** ability allows automatic tracking of horizontal frequencies from 30 to 70 kHz and vertical frequencies from 50 to 160 Hz.
- **Ten factory preset video modes** are available for image size and positioning.
- **Six additional timings** are user definable for a total of 16 timing settings.

System Flexibility ...

- Equipped with DDC1™ and DDC2B™ for **Plug & Play compatibility**.
- Monitor is compatible with VGA, SVGA, VESA, and high resolution video modes up to **1280 (H) x 1024 (V).**
- Monitor may be used with **IBM® or compatible PC's and Power Macintosh®***.
- **Automatic universal power supply** is built in permitting AC power input of 90 to 132V and 180 to 264V at 50 or 60 Hertz.

Environmentally Friendly ...

- **Power management circuit** conforms to VESA® DPMS™ (Display Power Management Signalling) standards and controls energy consumption when the monitor is not in use.
- As an **ENERGY STAR® partner**, ViewSonic® has designed this product to meet ENERGY STAR guidelines for energy efficiency.
- All plastic parts are **recyclable.** All materials are strictly selected to ensure ease of maintenance, inspection, and disposal.
- Our shipping cartons are made of **recyclable material.**

*Macintosh computers require a ViewSonic® Macintosh adapter. Contact your local dealer or ViewSonic for your adapter. See Chapter 4 on troubleshooting for a telephone number in your area.

Specifications

CRT	Type	17" (16.0" viewable screen diagonal), 0.26mm dot pitch with Microfilter™, 90° deflection	
	Phosphor	RGB, P22, medium-short persistence	
	Glass surface	SuperClear™, anti-glare, anti-static Standard light transmission rate = 42%	
Input Signal	Video	RGB analog (0.7 Vp-p, 75 ohms)	
	Sync	H/V separate (TTL) f_H: 30-70 kHz, f_V: 50-160 Hz	
Compatibility	PC	IBM® XT, AT, 386, 486, Pentium® , PS/2 and compatibles (from VGA up to 1280 x 1024 non-interlaced)	
	Macintosh®*	Power Macintosh	
Input/Output Connectors	Rear	Video-In 15-pin mini D-sub, attached cable	
	Power	3-pin plug (IEC320)	
Power	Voltage	AC	90-132V/180-264V 50-60 Hz
	Consumption	AC	110 W (typical)
User Controls/ Funcitions	Buttons	Power On/Off, [1], Down, Up, [2]	
	OnView®	Contrast, Brightness, Horizontal Size, Horizontal Position, Vertical Size, Vertical Positon, Trapezoid, Tilt, Pincushion, ViewMatch® Color (9300, 6500, User), ViewMeter®, Language, Recall	
Video input	Bandwidth	110 MHz (typical)	

*Macintosh® computers require ViewSonic® Macintosh adapters. Contact your local dealer or ViewSonic for your adapter. See Chapter 4 on troubleshooting for a telephone number in your area.

Continued...

Specifications, continued

Misconvergence		0.30mm (max) at center 0.40mm (max) at corner	
Display Area	Factory setting Large scan	300mm (H) x 225mm (V) typical 330mm (H) x 240mm (V)	(Dependent upon signal timing used)
Operating Conditions	Temperature Humidity Altitude	5°F to 95°F (10°C to 40°C) 5% to 90% (no condensation) To 10,000 feet	
Storage Conditions	Temperature Humidity Altitude	-40°F to +149°F (-40°C to +65°C) 10% to 90% (no condensation) To 40,000 feet	
Dimensions	Physical Packing	370mm (W) x 374mm (H) x 387mm (D) 14.6" (W) x 14.7" (H) x 15.2" (D) (H) Without base: 308mm,12.1" 560mm (W) x 503mm (H) x 560mm (D) 22.0" (W) x 19.8" (H) x 22.0" (D)	
Weight	Net Gross	17.5 lbs (38.5 Kg) 20.5 lbs (45.1 Kg)	
Regulations		UL, CSA, Nordic, TUV-GS, FCC-B, DHHS, MPR-II, PTB, EN 55022, ISO 9241-3, TCO95, CE, Demko, Semko, Femko, NUTEK	
Power savings LED modes	*On* *Stand By* *Suspend* *Off*	green yellow yellow orange	<110W <15W <15W <8W
Other Features		Compatible with the Display Data Channel Standards DDC1™ and DDC2B™.	

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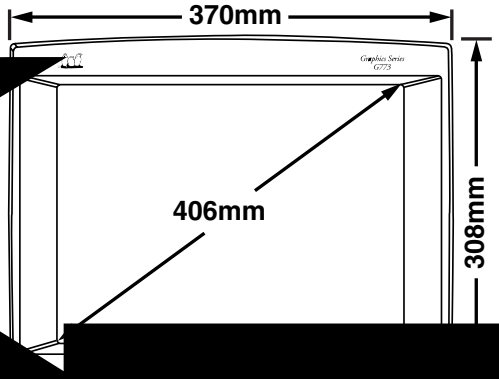
Dimensions



INSTALLATION

2

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Power Up

1 Look for the serial number on the back of the monitor. Please write number in the space provided (page i, For your records) in front of the user's guide.

2 Read the user's guide thoroughly before installing the monitor. Before connecting the monitor, be sure the computer is turned off.

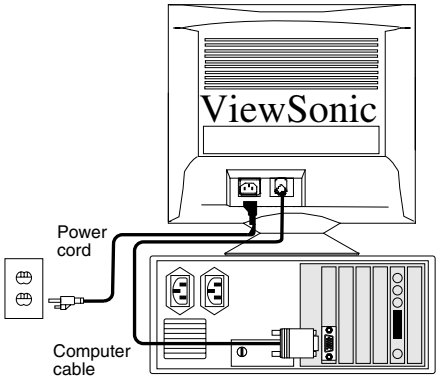
Is your computer an IBM® or compatible?

No → **2a** Macintosh users, see Chapter 4 for a telephone number in your area to get a ViewSonic® Macintosh® adapter (part No. VMA-1).

Yes

3 Make sure that computer is off before making connections. Attach video cable to computer's video card output port.

4 Attach power cable to monitor.
Attach power cable to power source.



5 Turn computer on.
Turn monitor on.

6 Adjust user controls according to personal preference (see Chapter 3).

Is the image satisfactory?

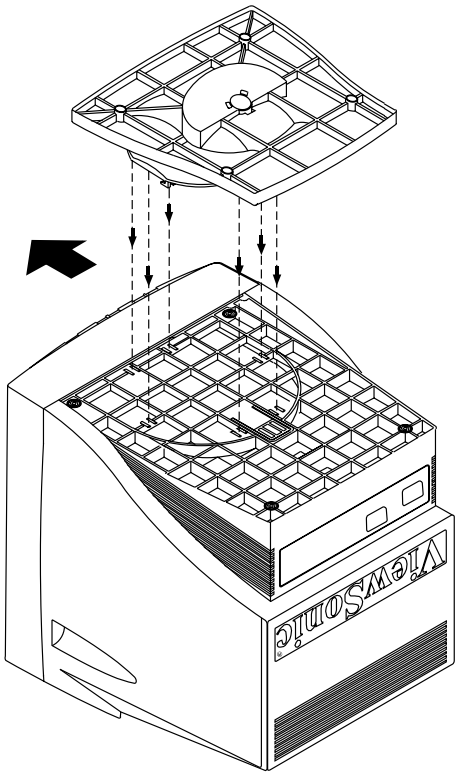
No → **6a** See Troubleshooting Chapter 4.

Yes

Installation is complete!
Enjoy your new G773 high quality graphics monitor!

Removing/Replacing the Monitor Base

If you want your monitor to rest flat on top of your desk or computer, you can remove the base. If necesary, you can easily replace it again at a later time.



Place the monitor upside down on soft material, such as a folded towel.

Removing the Base

With the front of the monitor facing you, push the catch and gently pull the base toward the front of the monitor until it releases.

Replacing the Base

With the front of the monitor facing you, slip the L-shaped tabs into the slots on the bottom of the monitor. Then gently slide the base toward the front of the monitor until the catch snaps into place.

OPERATION

3

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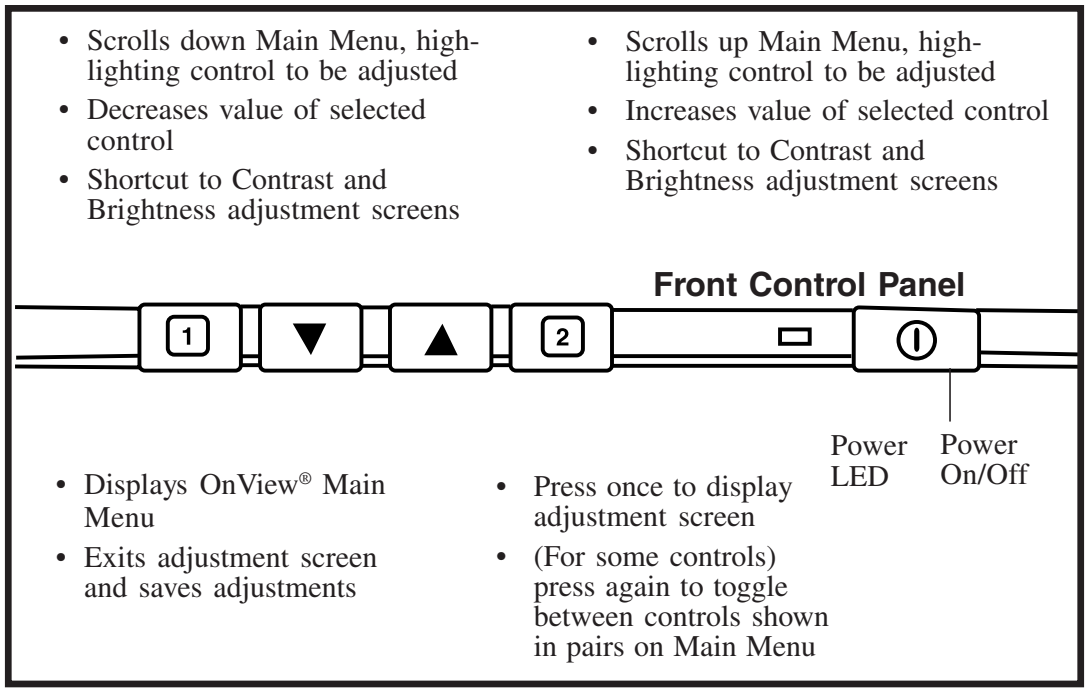
User Controls



Using the Front Control Panel to access OnView® screens

1 To turn the monitor on, press the Power button (shown above).

2 To display the OnView Main Menu, press button [**1**].

3 To select a user control, press the ▼ or ▲ button repeatedly until the control is **highlighted**.

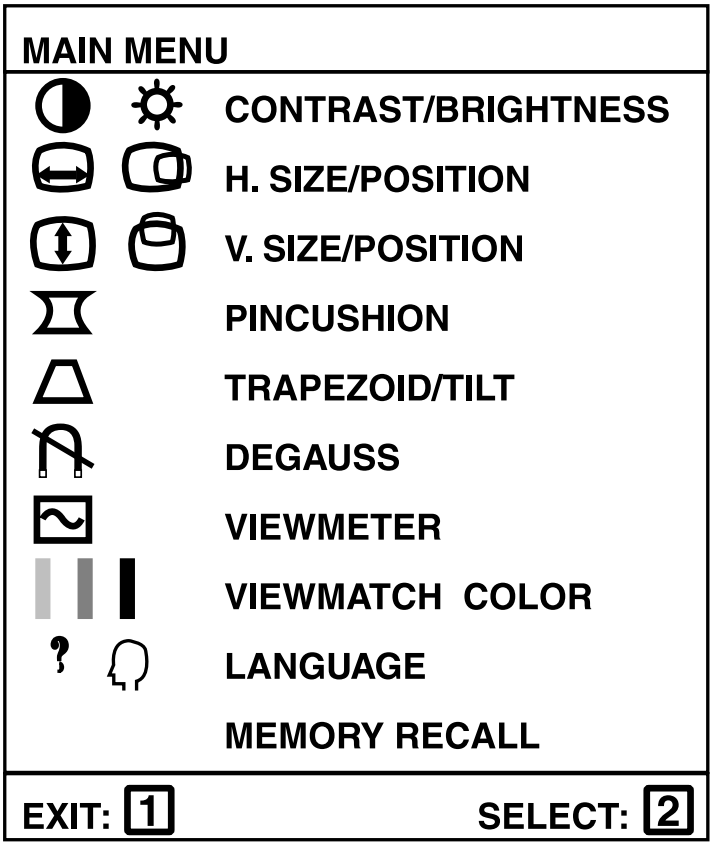
4 To display an OnView adjustment screen, press button [**2**].

Some controls are grouped in pairs on the Main Menu (see page 12). Press button [**2**] to toggle between them.

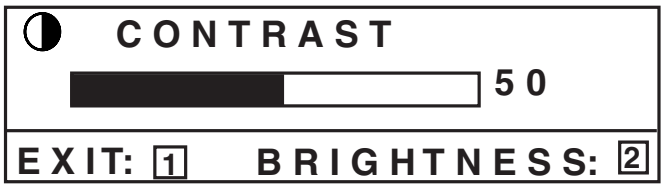
5 To adjust the selected user control, press the ▼ or ▲ button.

Exception:

OnView® Main Menu



Examples of OnView Adjustment Screens



Notice that these screens are also an example of adjustment controls that are grouped in pairs. Press button [**2**] to toggle between them.

Press button [**1**] to return to the Main Menu.

Press button [**1**] again to clear the screen.

CONTRAST adjusts foreground white level of screen image.
▼ *decreases* contrast, ▲ *increases* contrast.

BRIGHTNESS adjusts background black level of screen image.
▼ *decreases* brightness, ▲ *increases* brightness.

HORIZONTAL SIZE adjusts the width of screen image.
▼ *decreases* width of screen image, ▲ *increases* width of image.

HORIZONTAL POSITION moves screen image left or right.
▼ moves screen image to *left*, ▲ moves screen image to *right*.

VERTICAL SIZE adjusts height of screen image.
▼ *decreases* height of screen image, ▲ *increases* height of image.

VERTICAL POSITION moves screen image up or down.
▼ moves screen image *down*, ▲ moves screen image *up*.

PINCUSHION adjusts straightness of screen image's vertical edges.
▼ curves vertical edges *inward*, ▲ curves vertical edges *outward*.

TRAPEZOID makes vertical edges of screen image parallel.
▼ makes screen image *narrower at top* and *wider at bottom*.
▲ makes screen image *wider at top* and *narrower at bottom*.

TILT corrects for tilted image by rotating entire screen image.
▼ rotates screen image *counter-clockwise*, ▲ rotates image *clockwise*.

DEGAUSS corrects irregular colors appearing around edges of screen images. Degaussing removes build-up of magnetic fields that can affect color purity and convergence.

Press button [**2**] to manually degauss monitor.

Important: *The monitor automatically degausses when you turn it on. If you use the* Degauss *control from the Main Menu, wait at least 20 minutes before using this feature again. Do not degauss repeatedly. Doing so can be harmful to the monitor.*

VIEWMETER® displays the signal input coming from your computer (horizontal scan and refresh rate).

Press button [**2**] to select this feature.

continued...

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VIEWMATCH® COLOR provides three color adjustment modes: *9300K, 6500K* and *User*

Press button [**2**] to select color adjustment mode

Adds blue to screen image for cooler white (used in most office settings with fluorescent lighting).

Adds red to screen image for warmer white and richer, more vibrant red.

Individual adjustments for red (R), green (G), and blue (B) to meet personal preference.

1 To select color (R, G, or B) press button [**2**].
2 To adjust selected color, press ▼ or ▲.
3 When you are finished making all color adjustments, press button [**1**] *twice*.

LANGUAGE of OnView®screens can be set to English, French, German, or Spanish.

To select a language, press button [**2**].

MEMORY RECALL

Timing Chart

The **ViewSonic *G773*** digital monitor can run at an extensive range of resolutions and refresh rates. Certain standard resolutions are factory preset. There are also fourteen timings which are user definable. For example, if your video card is set up to run 1024 pixels x 768 lines at an 75 Hz refresh rate, once you have adjusted the screen size and position to your preferences, the monitor will save this information to memory. Every time you run this resolution at this refresh rate, the monitor will recall your adjustments.

The following table lists the maximum refresh rates at which the **ViewSonic G773** will operate at a number of standard resolutions. While the monitor is capable of this level of performance, not all video cards are capable of running at these high refresh rates. Please see your video card user's guide to ensure compatibility.

Warning: Do not exceed the maximum refresh rate listed in the table below for your monitor. Doing so may result in permanent damage to the monitor. Some graphics cards support refresh rates higher than the monitor is capable of handling.

User Definable Timings

Resolution	Maximum Refresh Rate
pixels x lines	Hz
640 x 480	135
800 x 600	110
1024 x 768	87
1280 x 1024	66

Video Timing

The video timing mode is made up of three elements:

1. The resolution is the number of data pixels times the number of data lines that make up the screen.
2. The horizontal frequency is the speed that the electron beam travels across the screen, left to right.
3. The vertical frequency or refresh rate is the speed that the electron beam finishes all the rows in the screen and returns to the top.

Factory Preset Timings

The following table lists the factory preset timings:

Timing	Resolution Pixels x Lines	Horizontal Frequency kHz	Vertical Frequency Hz	Polarity of Synchronizing Signal Horiz/Vertical
Ind. VGA 640x400@70Hz	640 x 400	31.47	70	-/+
Ind. VGA 640x480@60Hz	640 x 480	31.47	60	-/-
VESA 640x480@75Hz	640 x 480	37.50	75	-/-
VESA 800x600@75Hz	800 x 600	46.08	75	+/+
VESA 800x600@85Hz	800 x 600	53.67	85	+/+
VESA 1024x768@75Hz*	**1024 x 768**	**60.02**	**75**	**+/+**
VESA 1024x768@85Hz	1024 x 768	68.68	85	+/+
VESA 1280x1024@60Hz	1280x1024	60.01	60	+/+
MAC 640x480@67Hz	640 x 480	35.00	67	-/-
MAC 832x624@75Hz	832 x 624	49.73	75	-/-

* Recommended setting for this monitor.

***Note**: Input timing should be within the horizontal and vertical frequency ranges in order to set the screen size and position. Before registering a new signal, check its horizontal and vertical timing specifications.*

***Note:** The factory preset timing is registered when the difference between the user definable timing and the factory preset timing is smaller than the allowable deviation; also, the polarity of their synchronizing signals must be the same.*

Plug & Play

For Windows® 95 users

Plug and Play is Microsoft®'s method of providing automatic peripheral connections in Windows 95.

Because your new monitor features the VESA® (Video Electronics Standards Association) DDC™ (Display Data Channel) standard, the monitor's resolutions are simple to adjust when used with a DDC compatible video card in the *Plug and Play* environment.

DDC is a protocol which allows the monitor to communicate with the video card, so the resolutions can be changed in the Display's Settings section found in the Windows 95 Control Panel.

To use *Plug and Play*:
Install the information file (.inf file) for this monitor. The installation program, titled Install.exe is on the disk or the CD-ROM included with the monitor.

To install the program from the OptiGreen disk:

1. With your computer on, insert the disk into the computer's disk drive.
2. Click the Windows 95 **Start** menu button.
3. Select **Run**.
4. Type in **A:\install.exe** if your disk drive is A.
   Type in **B:\install.exe** if your disk drive is B.
5. Click **OK** and follow the instructions.
6. Restart your computer for the installation to take effect.

To install the program from the **ViewSonic** Display Suite CD :

1. With your computer on, insert the CD into the CD-ROM drive.
2. Wait for the CD to automatically start.
3. Select **Windows 95 Plug & Play.**
4. Select **Install**.
5. Restart your computer for the installation to take effect.

Note

Some older computer systems are not compatible with the DDC standard. If your monitor is displaying a monochrome image or the wrong resolution, call ViewSonic's customer support for a non-DDC adapter. If you upgrade to a DDC compatible system later and want to use Plug & Play, just remove the adapter.

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DDC™ Diagnostic Utility

For IBM computers and compatibles

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The **ViewSonic** ***G773*** uses DDC (Display Data Channel) protocol to communicate with your computer's video card. The software diskette or CD included in the **ViewSonic** ***G773*** package has a utility file called *DDCTEST.EXE*. This utility is useful for troubleshooting if DDC-related problems occur when using Windows® 3.1 or Windows® 95.

When you run the DDC Diagnostic Utility, one of two messages will appear:

1. If the utility detects that DDC is functioning, the following appears:

ViewSonic/Optiquest Plug & Play monitor: G773 successfully detected. Hit any key to read and decode the **EDID** ***information...(*****ESC** ***to exit)***

If you hit a key, you will see information about the monitor. This information is a table of EDID codes (Extended Display IDentification) and an explanation of the codes. Press ESC to exit then:

a. Check if DDC is enabled in Windows. Refer to the *README.TXT* file on the ViewSonic® diskette for instructions on how to enable DDC in Windows.
b. Install the ViewSonic *MONITOR.INF* file included on the ViewSonic diskette. It is titled VS*datecode*.inf, with the date code in year/month/day. Refer to the *README.TXT* file on the ViewSonic diskette for installation instructions.

If Plug & Play still does not work after you have followed the procedure above, call ViewSonic Customer Support.

2. If the utility detects that DDC is not functioning, the following appears:

ViewSonic/Optiquest Plug & Play monitor was **not** ***detected***

Exit the utility. Turn the monitor off. Wait ten seconds and turn the monitor on. Try the DDC Diagnostic Utility again. If you still receive the message that the monitor was not detected:

a. Check your computer or graphics board manufacturer's user's guide to see if your graphics system is DDC compatible.
b. Check the video cable connector for bent or broken pins.
c. Refer to the *README.TXT* file troubleshooting section (included on the ViewSonic diskette).

If the procedure above does not work, call ViewSonic Customer Support.

Power Management System

This monitor meets VESA® DPMS™ (Display Power Management Signaling) standards. For the monitor's power saving feature to work, the video board or computer must also meet VESA DPMS standards.

State	LED	Power	Recovery Time
On	green	<110 Watts	N/A
Standby	yellow	<15 Watts	<3 sec
Suspend	yellow	<15 Watts	<10 sec
Off	orange	<8 Watts	<10 sec

Note: The **G773** *complies with European NUTEK Power Management Standards.*

Note: The Off *state means the monitor is in the lowest DPMS state with the highest power savings.*

The monitor goes into these power saving stages with the following video synchronization signals:

State	Horizontal Sync	Vertical Sync
On	On	On
Standby	Off	On
Suspend	On	Off
Off	Off	Off

The monitor automatically goes through the Power Management System steps when it is idle.

To conserve energy, we recommend turning off the monitor when not in use for long periods of time.

TROUBLESHOOTING 4

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If your **ViewSonic** ***G773*** monitor is not performing properly, use this troubleshooting chart for quick solutions to common problems. If the problem persists, call your monitor dealer. For further support or to order your free Macintosh adapter, call **ViewSonic**® customer support at the telephone number in your area:

U.S. and Canada only	1-800-688-6688
From outside U.S. and Canada	909-869-7976
From Europe	44 (1293) 643-900
From Asian/Pacific Rim countries	886 (2) 248-4072
Internet E-Mail:	vstech@viewsonic.com
World Wide Web:	http://www.viewsonic.com

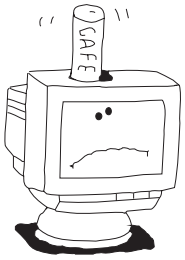
Problem...	Possible Cause...	Remedy...
No picture	Power cord disconnected?	Connect power cord.
	Power switch off?	Turn on power.
	Faulty outlet?	Try another outlet.
	Monitor in power save mode?	Press any keyboard key.
	Computer or graphics card?	Check video card connections.
	Signal cable properly connected?	Connect signal cable properly.
	Signal cable connector?	Check connector for bent pins.
	Video sync signal?	Check if it's the video sync signal specified for the monitor.
	Using a Macintosh®?	Make sure the dip switch settings on your ViewSonic® Macintosh adapter are correct.

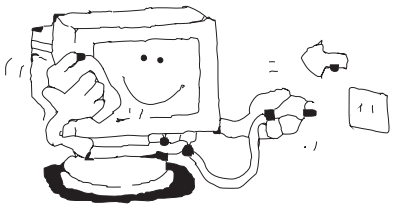
Continued...

Problem...	Possible Cause...	Remedy...
Image is scrolling or unstable	Signal connector pin assignments incorrect?	Use correct signal connector.
	Signal cable properly connected?	Connect signal cable properly. Check for bent or missing pins.
	Graphics Board?	Check your graphics board manual for the proper monitor setting.
	Scanning frequency outside acceptable range?	Reconfigure the graphics board.
Image is not centered, too small or too large	Horizontal, vertical positioning or horizontal, vertical size?	Adjust the horizontal, vertical positioning and size controls.
Characters appear dark	Brightness and contrast dark at minimum?	Adjust brightness and contrast.
Color is not pure	Build-up of magnetic fields within the monitor?	Turn the monitor off, then on. This clears, degausses the magnetic fields.
	Magnetic object nearby?	Reorient object or monitor.
	Signal connector pin assignments incorrect?	Use correct signal connector.
	Signal cable properly connected?	Connect signal cable properly.
Image bounces or has wavy oscillations	Magnetic object nearby?	Reorient object or monitor.
	Electric power wiring?	Your office may have electric power wiring behind the wall. Move the monitor.
Image is distorted	Is the earth's magnetic field interfering with display?	Face monitor east for best image quality.

Care of Your Monitor

- When cleaning the monitor screen, use only non-ammonia based glass cleaners. Apply the cleaning solution to a clean, dry cloth, not directly to the screen.
- When cleaning the plastic case, use only a soft, dry cloth. If the plastic is very dirty, use a neutral, non-abrasive detergent. Do not use alcohol or ammonia based solutions.
- Avoid spilling liquid on the monitor.
- Always handle your monitor with care when moving it.





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